



Marion County Public Health Department: Bureau of Environmental Health IndyStat April 29, 2011

Bureau of Environmental Health



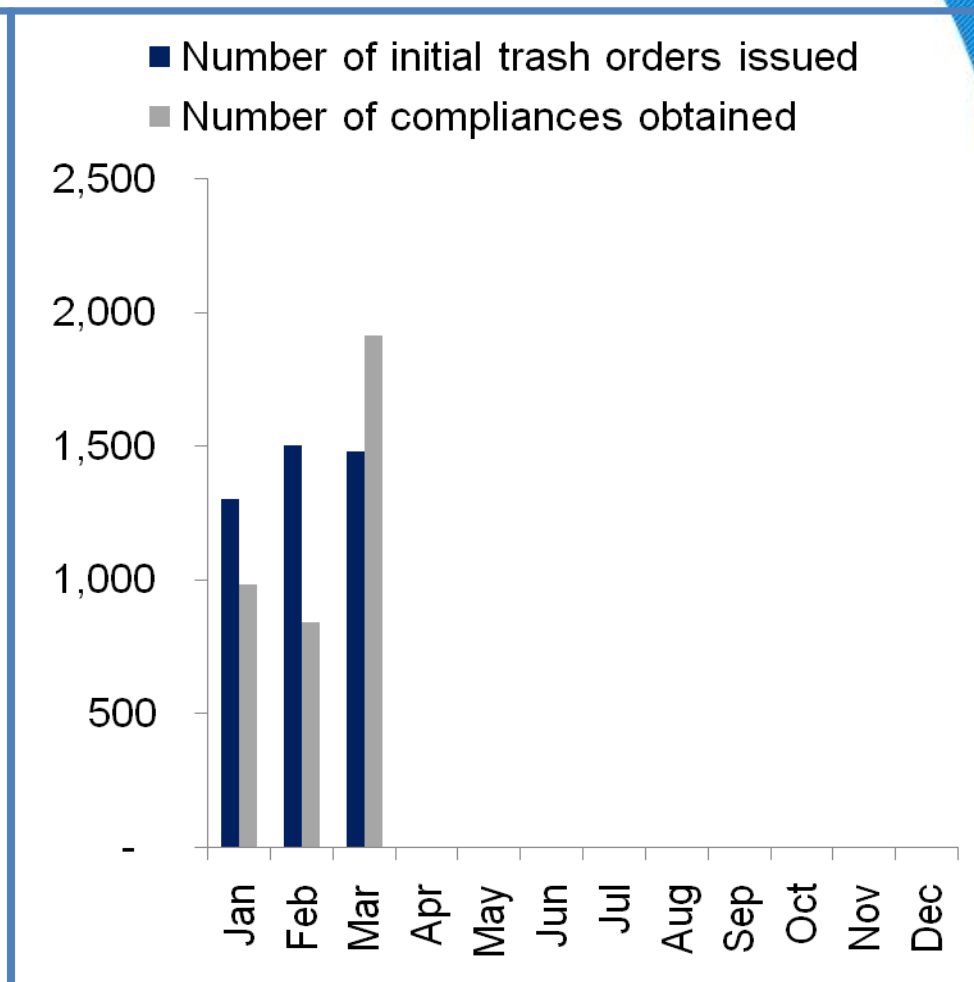
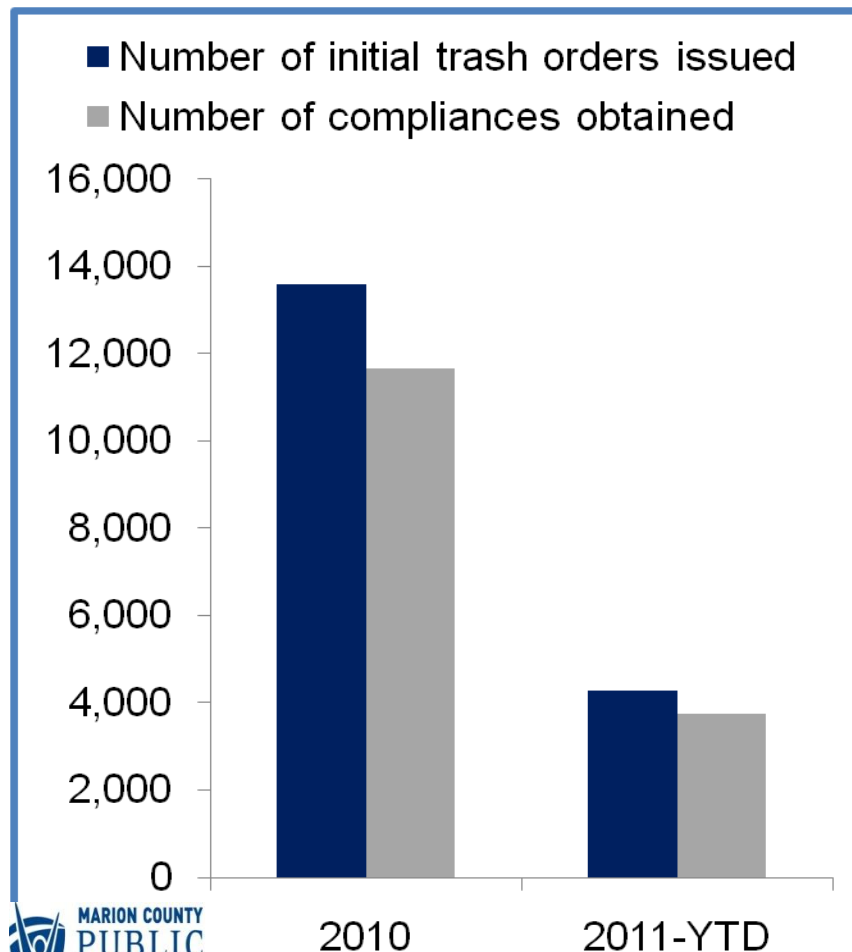
- Water Quality and Hazardous Materials Management
- Vector Borne Disease Prevention
- Food and Consumer Safety
- Lead Safe and Healthy Homes
- Housing and Neighborhood Health
- Environmental Health, Safety and Management

Bureau of Environmental Health Notes



- The Marion County Public Health Department's (MCPHD) Bureau of Environmental Health increased their number of crews from 3 to 5 in 2009.
- Beginning in 2010 all vacant lots were cleaned by the Department of Code Enforcement. As such, these were not included in the total of properties cleaned by MCPHD's Bureau of Environmental Health.

Trash Orders Issued and Compliances Obtained

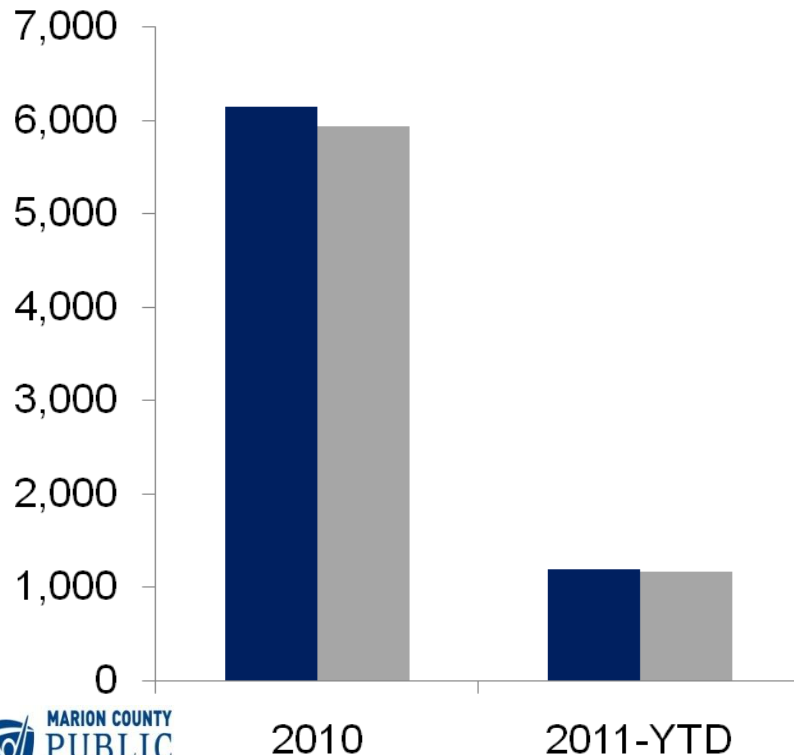


Trash Complaints

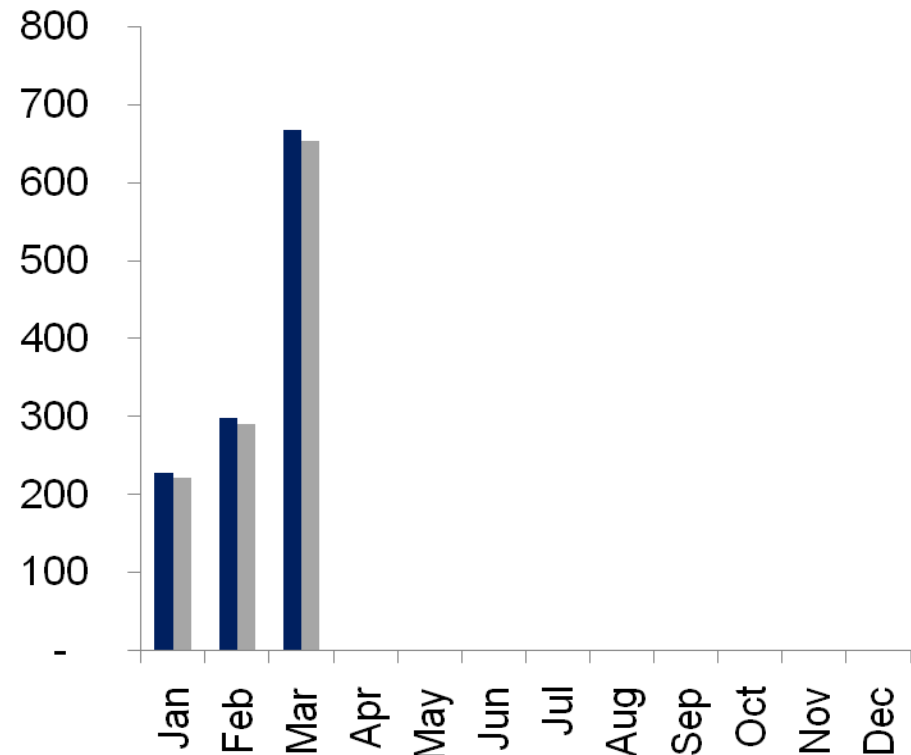
Received From Citizens



- Number of complaints received in the office
- Number of complaints serviced



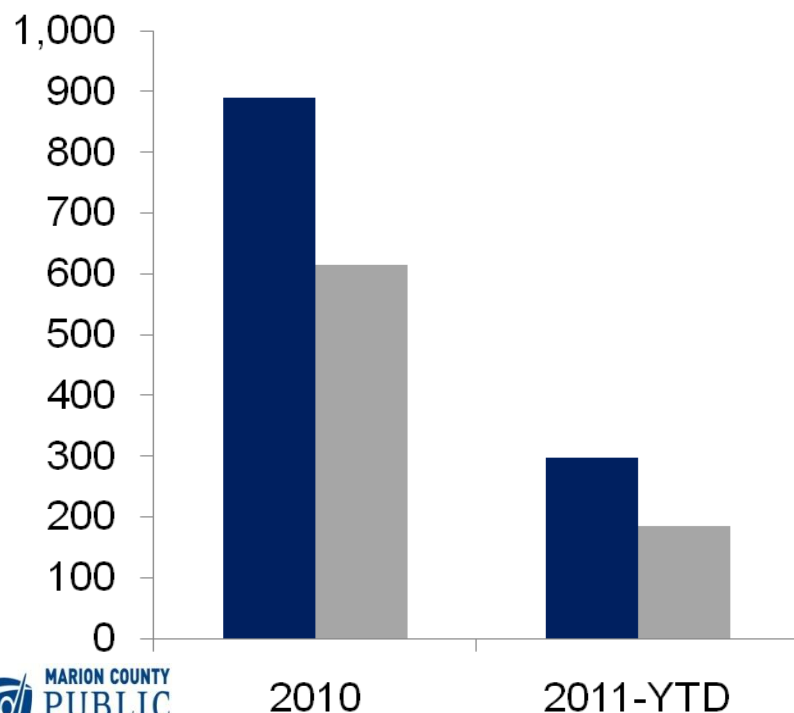
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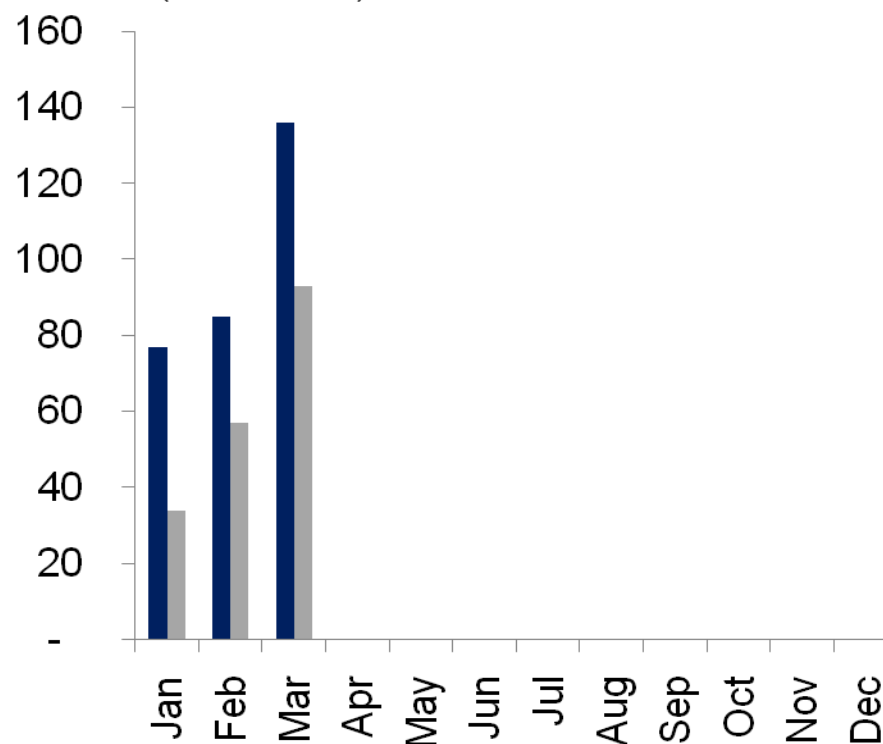
Trash Cases



- Number of court cases referred to Legal
- Number of trash cases resolved (dismissed)



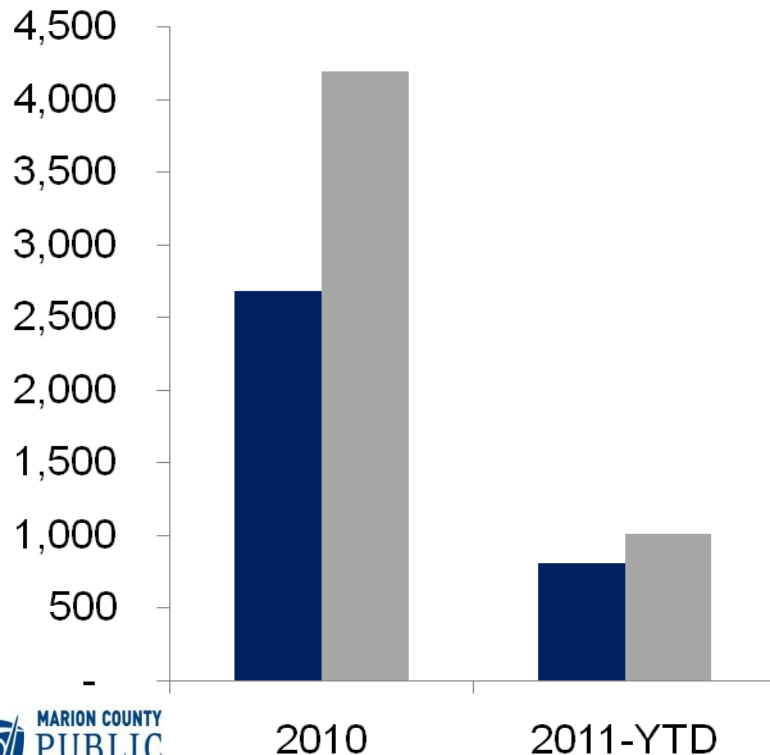
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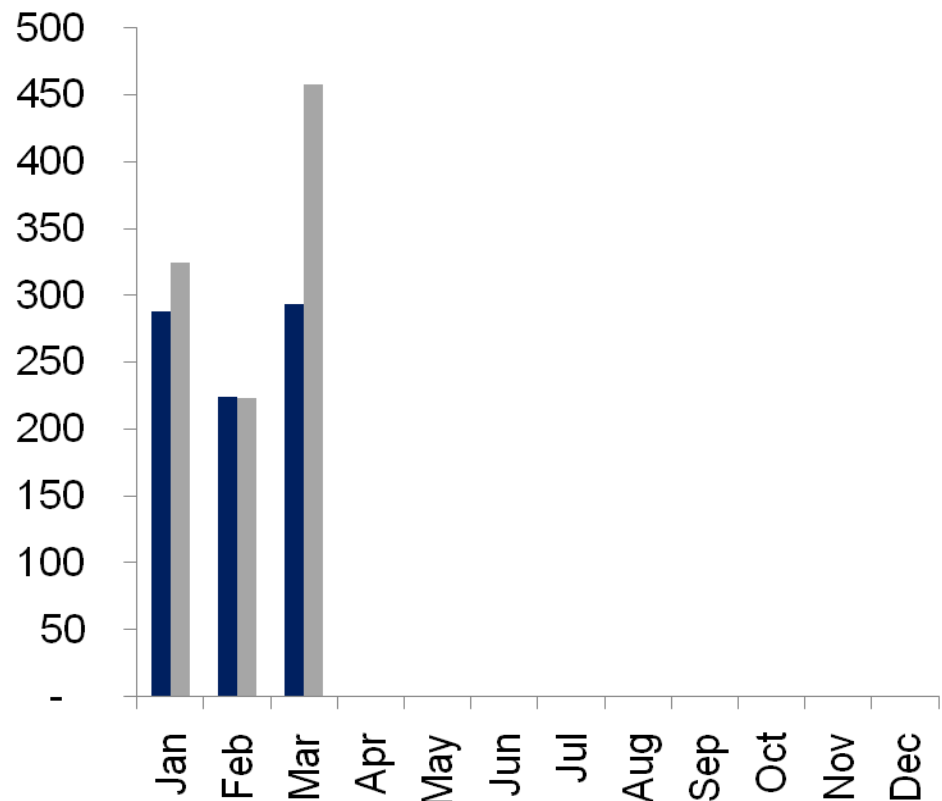
Housing Orders Issued and Compliances Obtained



■ Number of initial housing orders issued
■ Number of compliances obtained



■ Number of initial housing orders issued
■ Number of compliances obtained

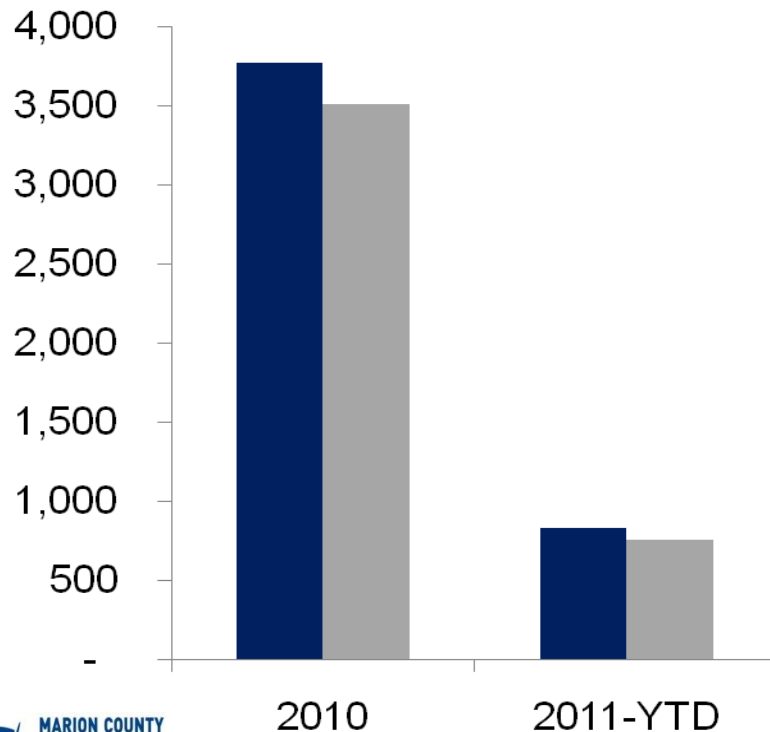


Housing Complaints

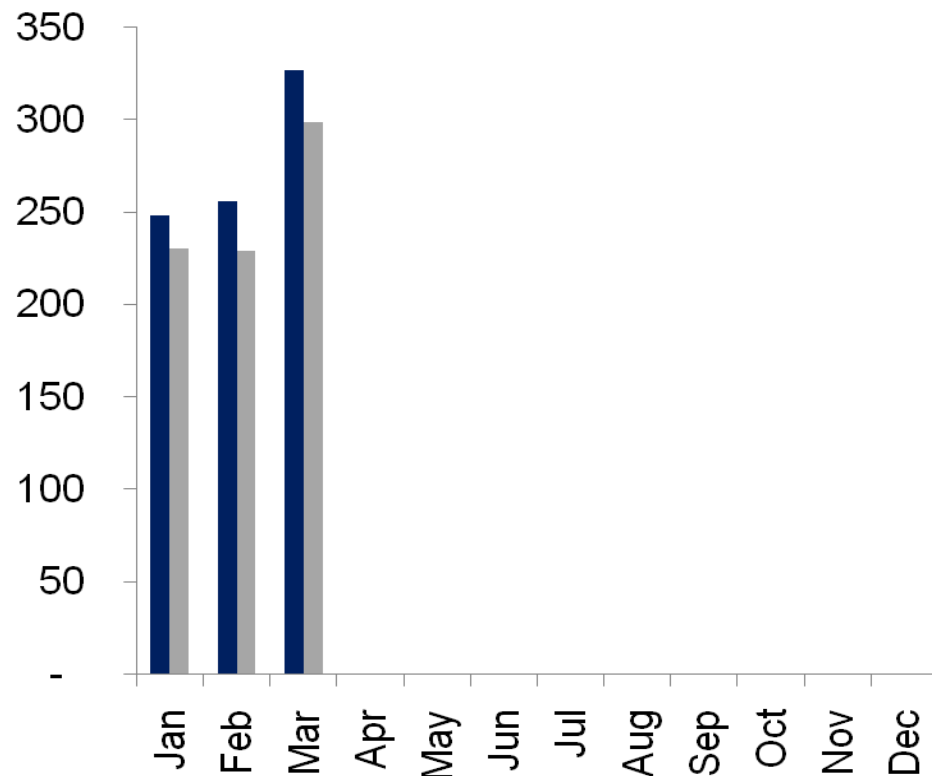
Received From Citizens



■ Number of complaints received in the office
■ Number of complaints serviced



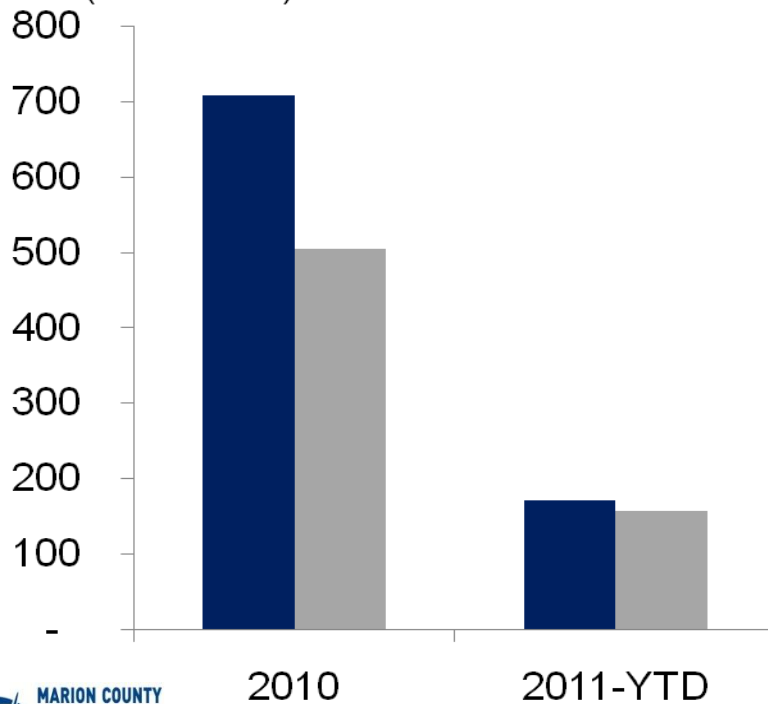
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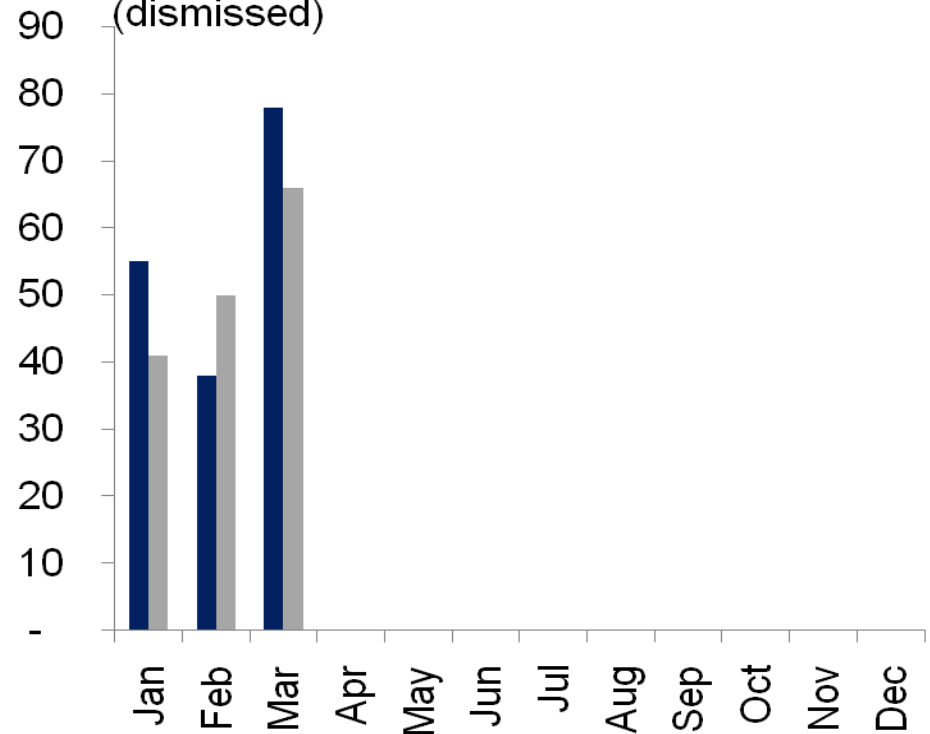
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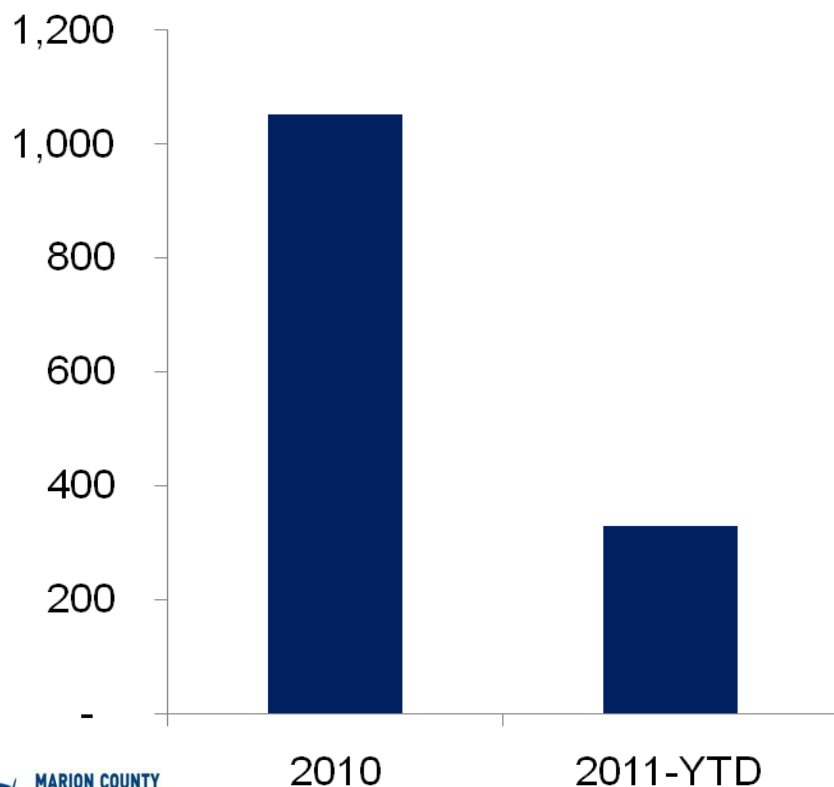
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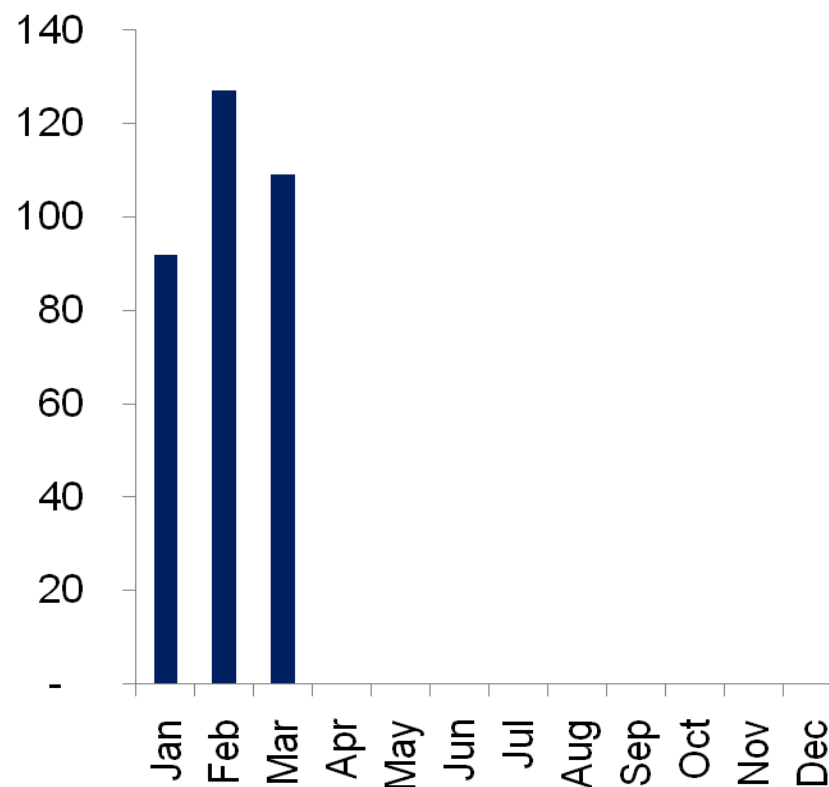
Abandoned Vehicles Notices Issued



■ Number of notices issued for abandoned/junk vehicles



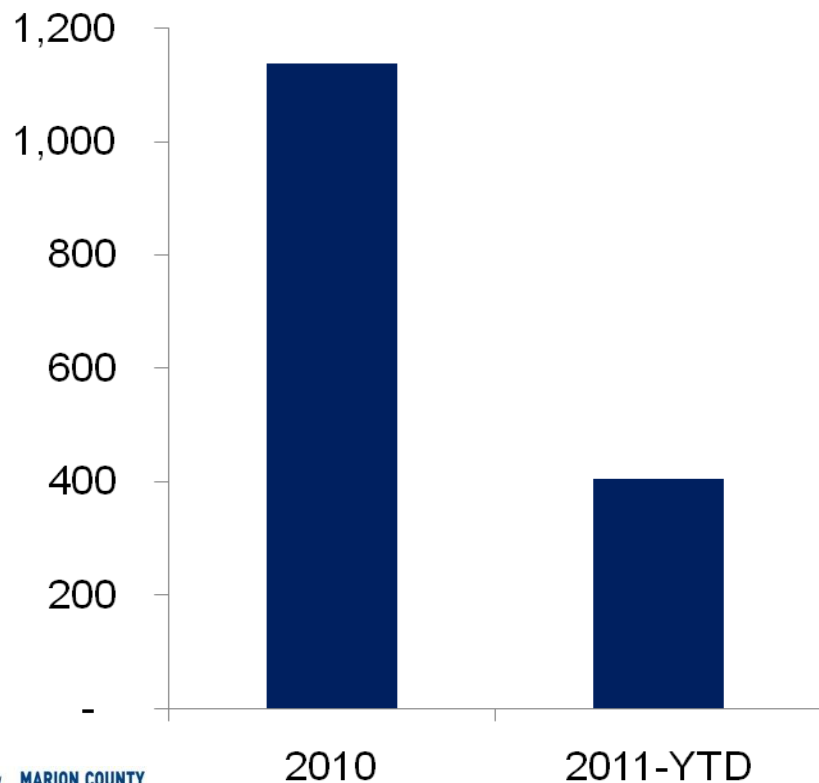
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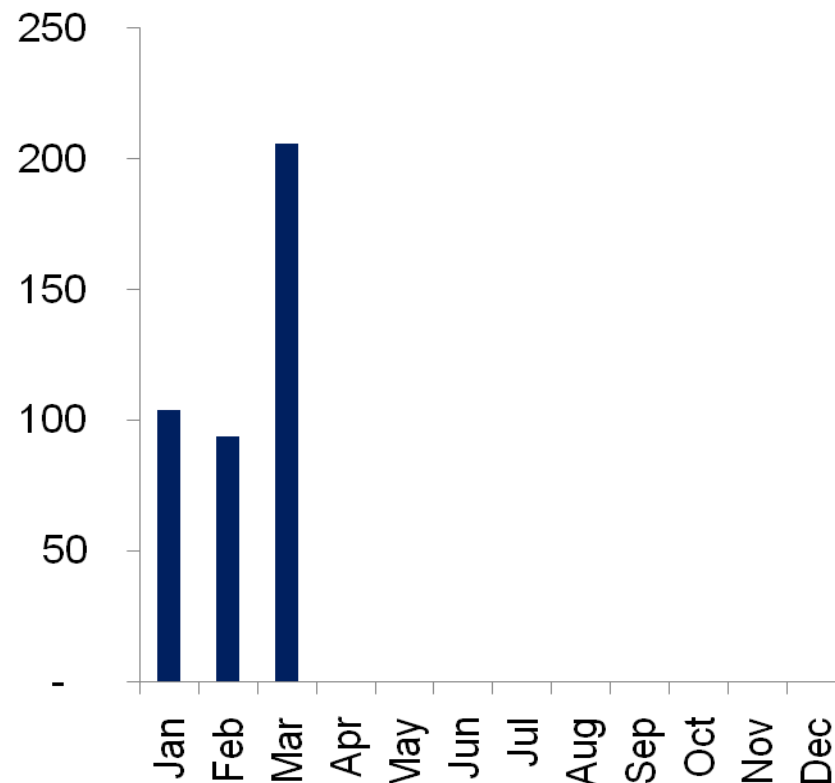
Abandoned Vehicles



■ Number of vehicles plated or removed by owner



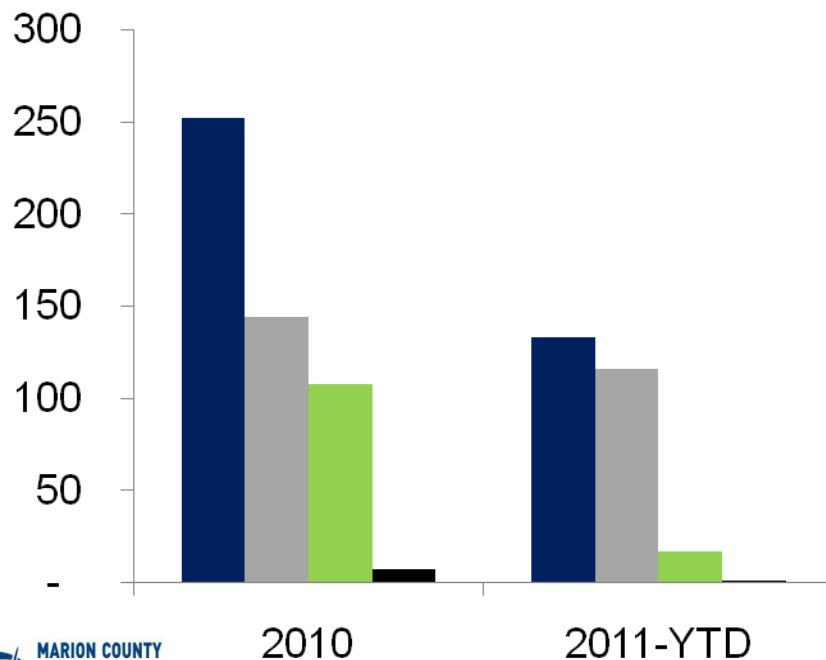
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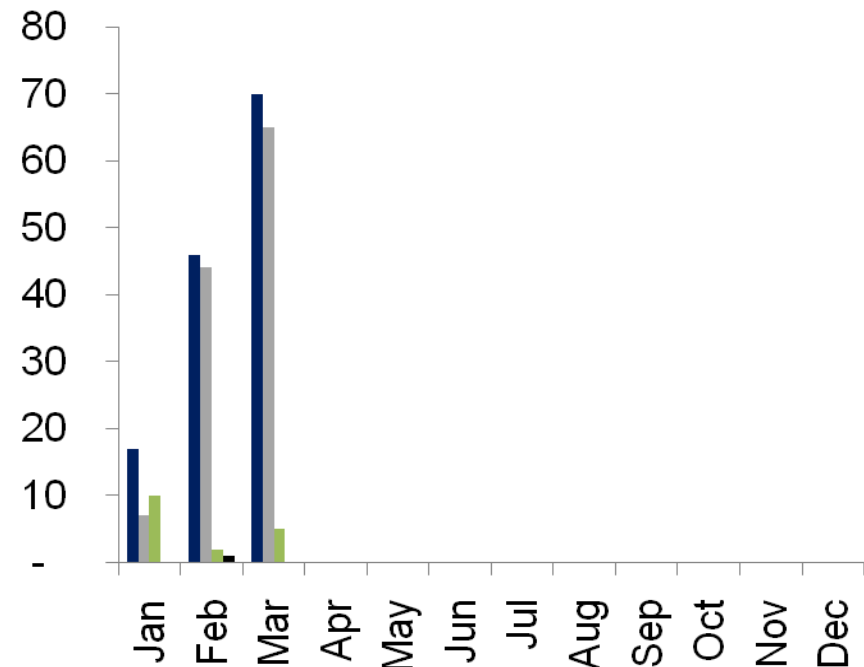
Abandoned Vehicles



- Vehicles removed from private properties
- Vehicles removed by owner
- Vehicles towed by Last Chance Towing
- Vehicles unable to be towed



- Vehicles removed from private properties
- Vehicles removed by owner
- Vehicles towed by Last Chance Towing
- Vehicles unable to be towed



Tickets



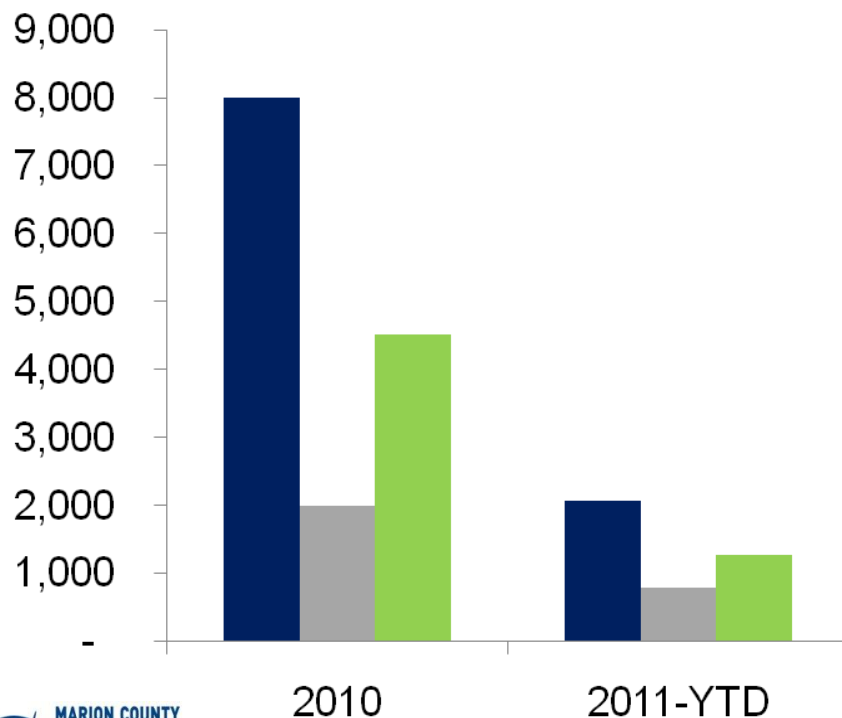
TICKETS	2010	2011-YTD
Number of tickets/citations issued to property owners	1,939	592
Number of tickets/citations voided	965	250
Number of \$100 tickets paid	436	139
Number of \$50 tickets paid	2	-
Dollar amount paid for \$50 tickets	\$ 100	-
Number of cases referred to Legal for non-payment of tickets	632	261

Unsafe Building

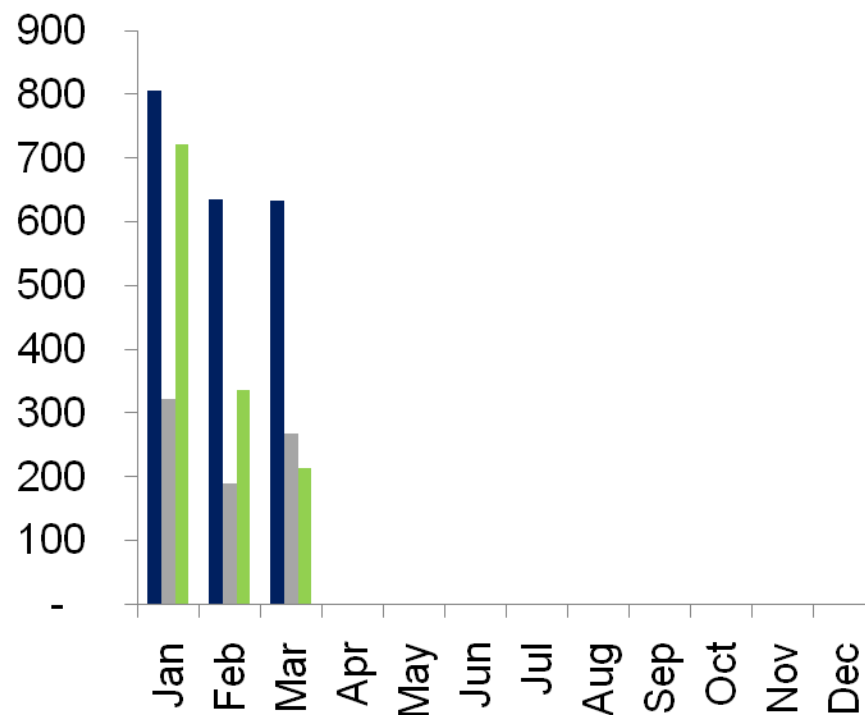
Boarding Notices



- Boarding notices issued
- Boarded/Secured by property owners
- Boarded/Secured by City contractors

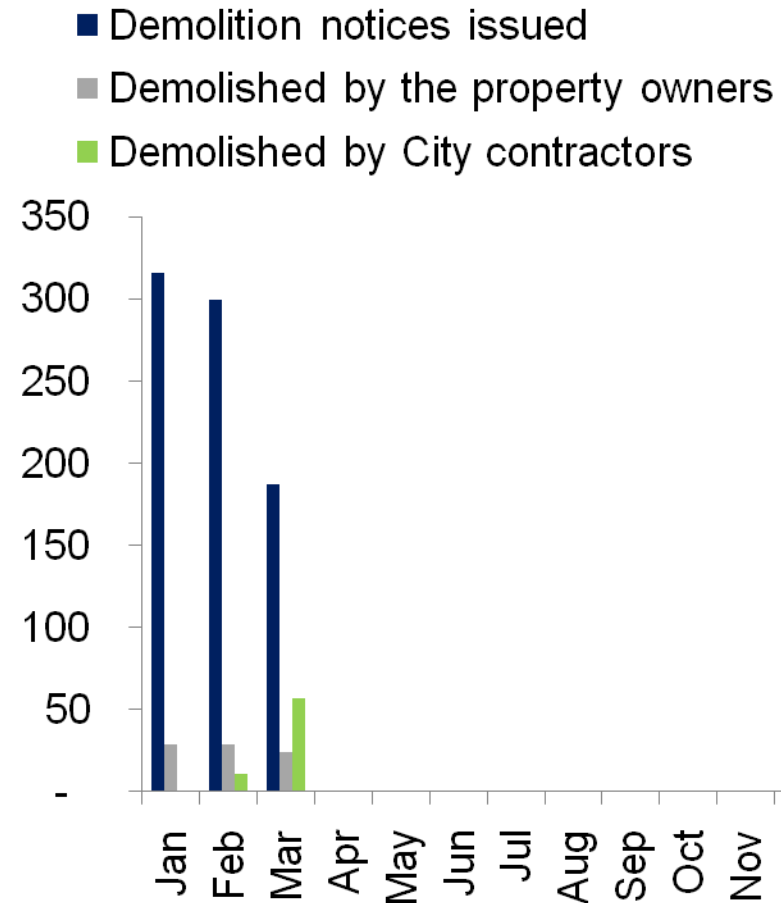
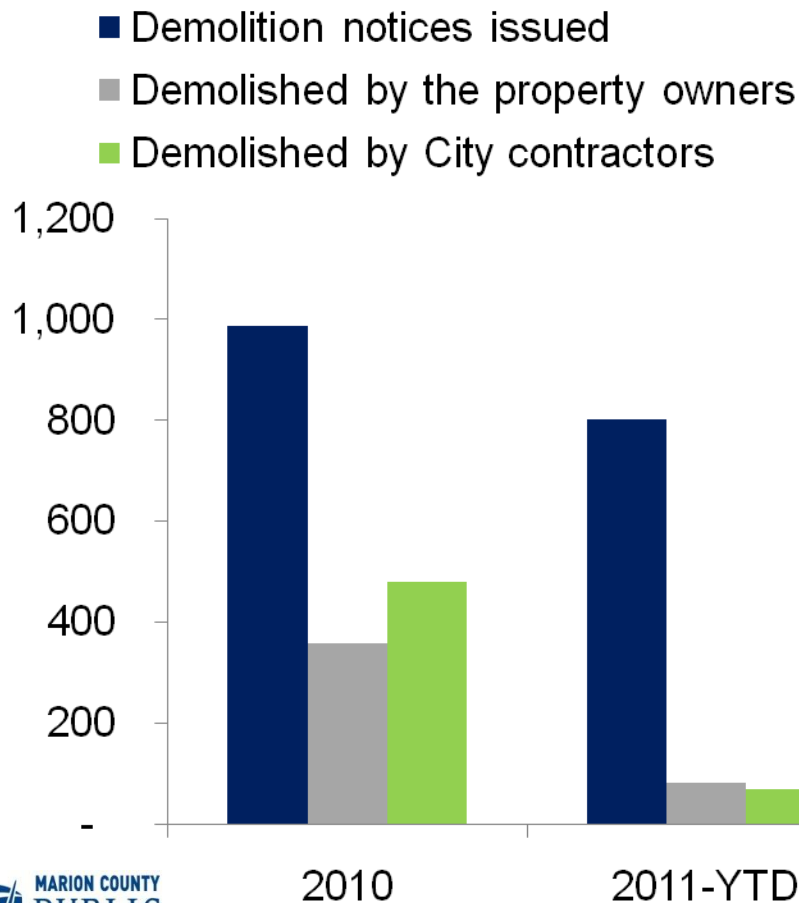


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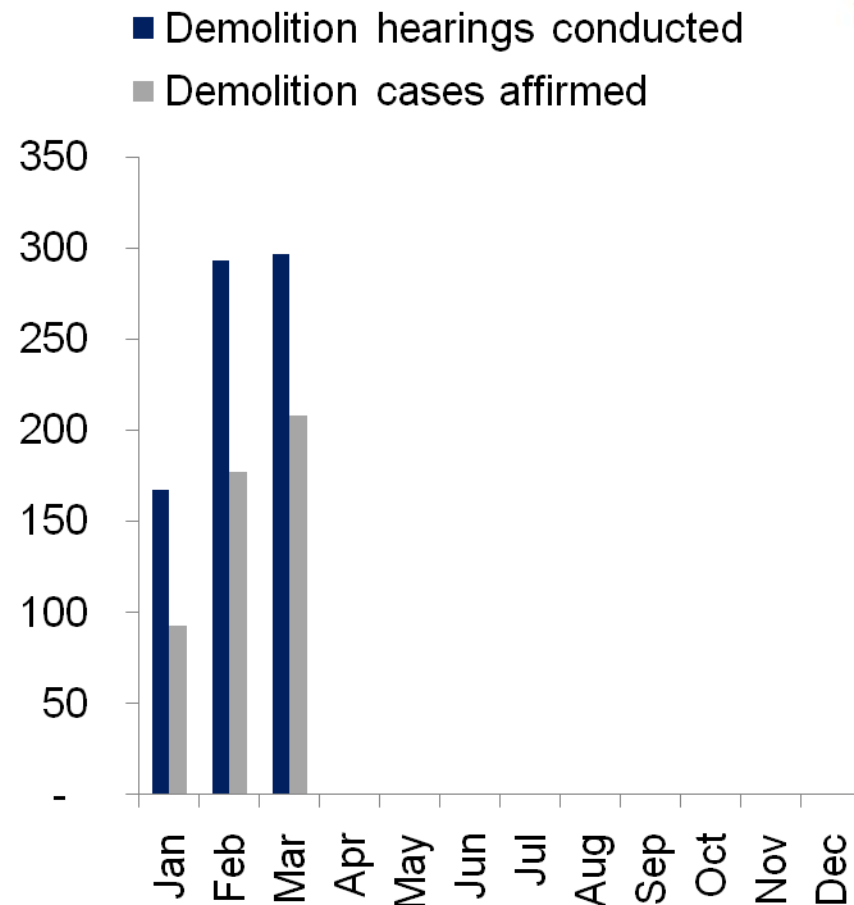
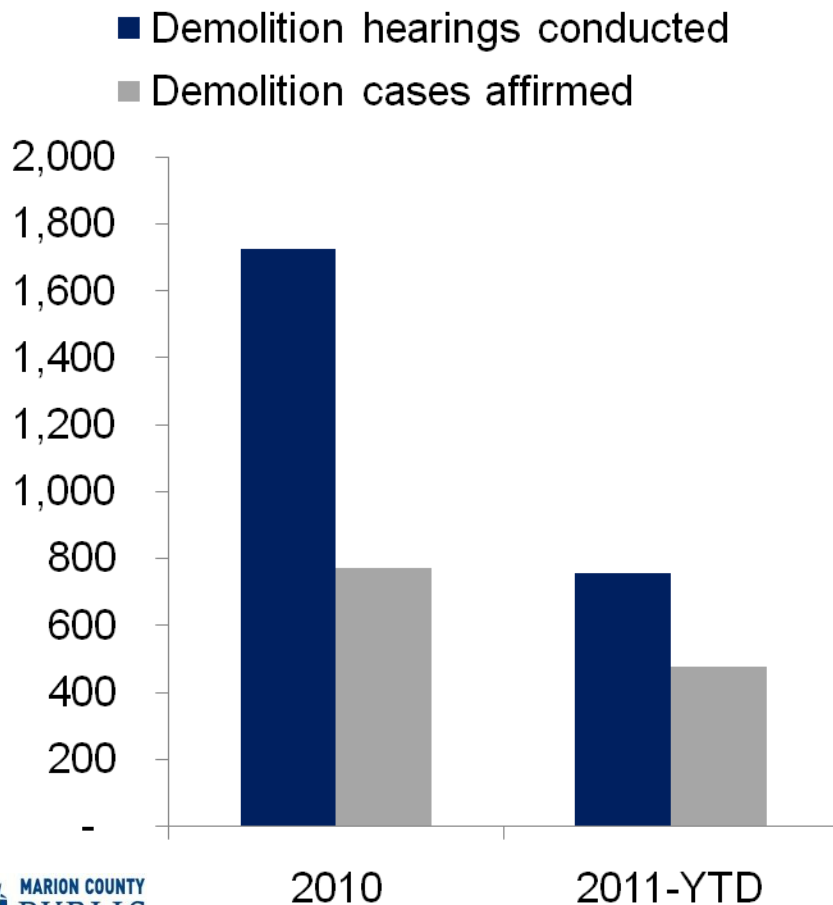
Unsafe Building

Demolition Notices



Unsafe Building

Demolition Cases

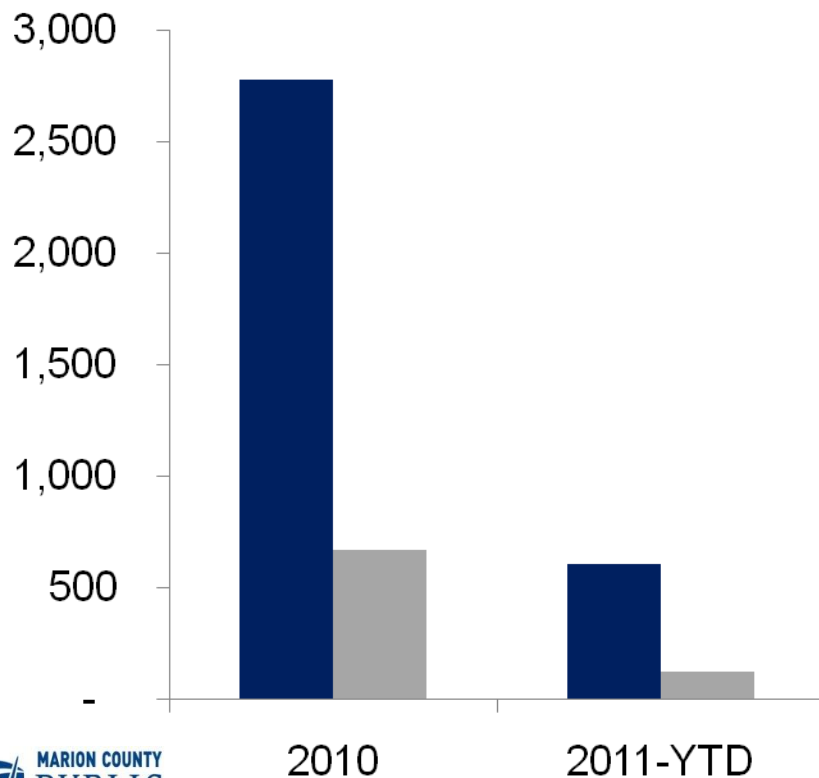


Unsafe Building

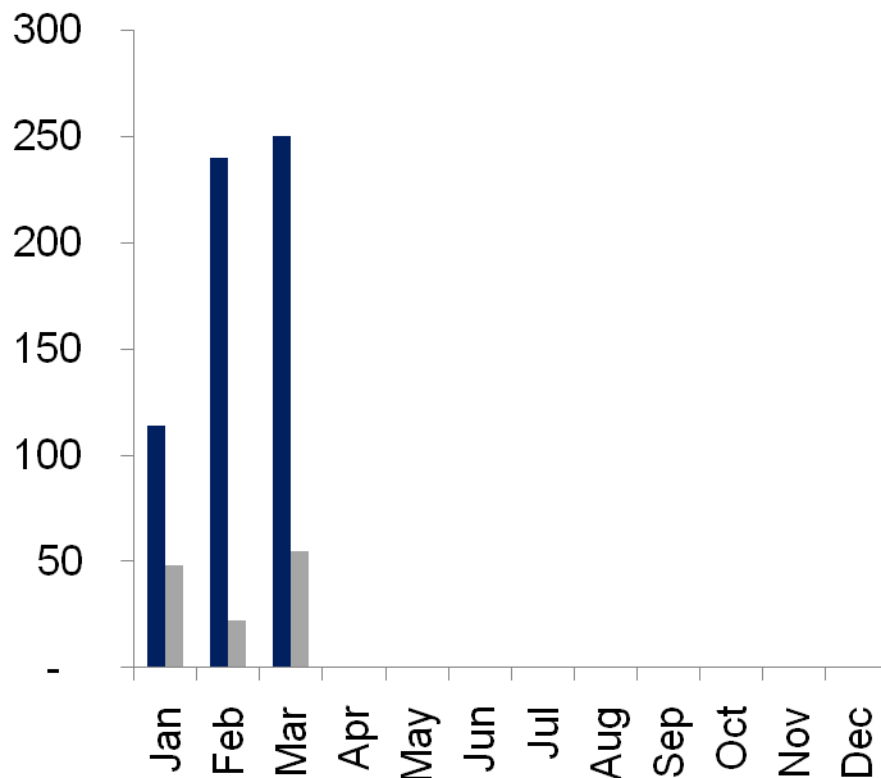
Repair Notices



■ Repair notices issued
■ Repaired by the property owners

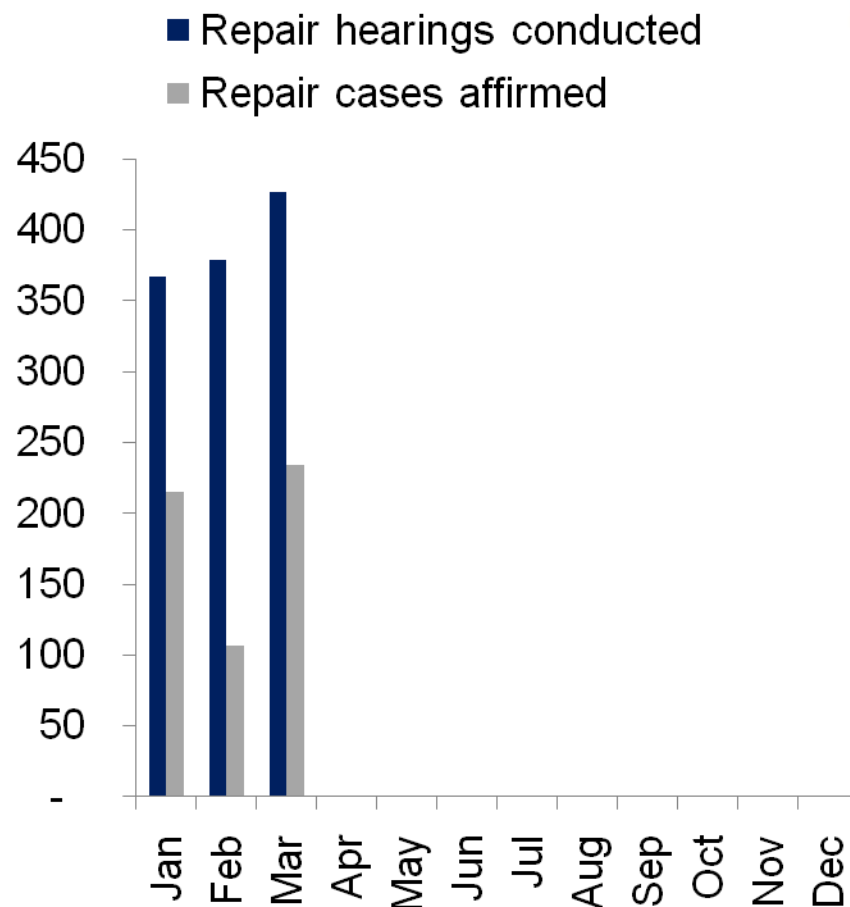
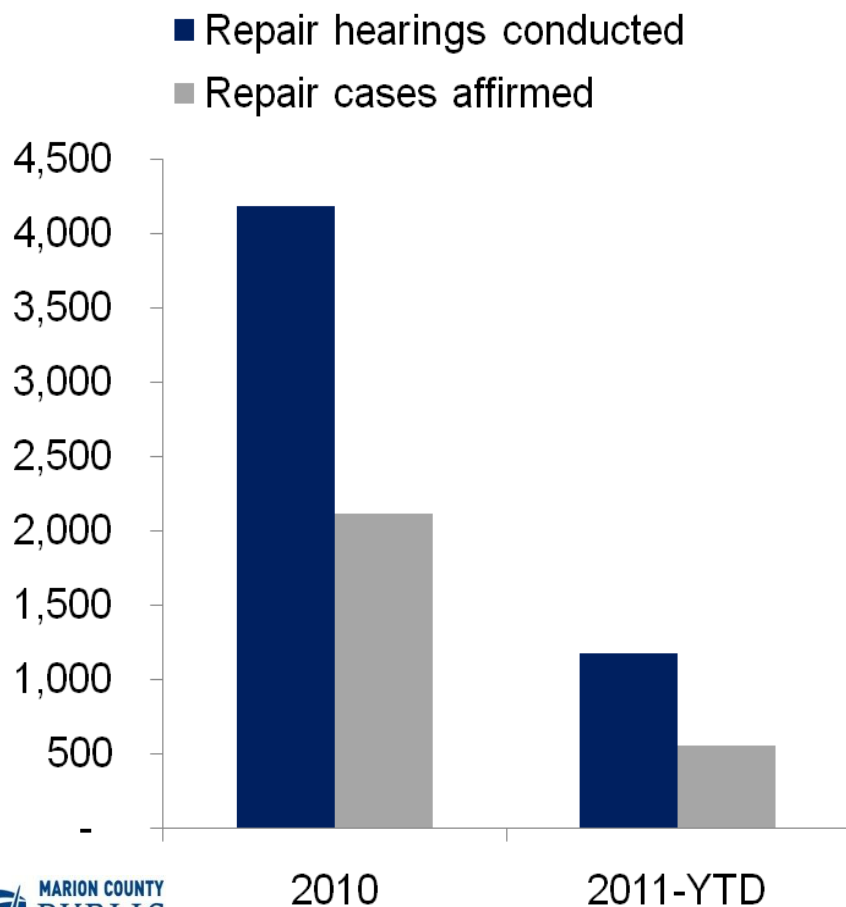


■ Repair notices issued
■ Repaired by the property owners



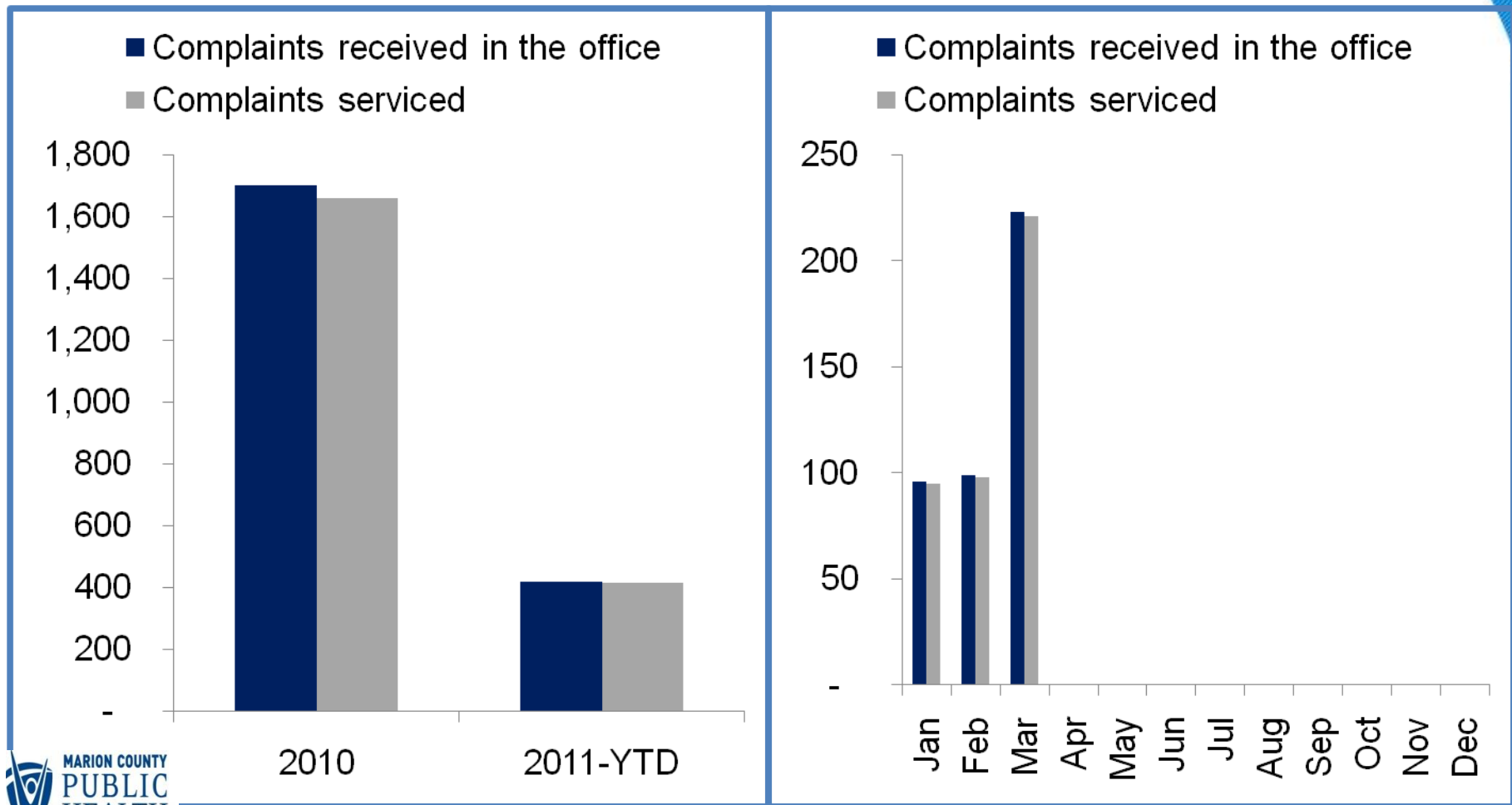
Unsafe Building

Repair Cases



Unsafe Building Complaints

Received From Citizens



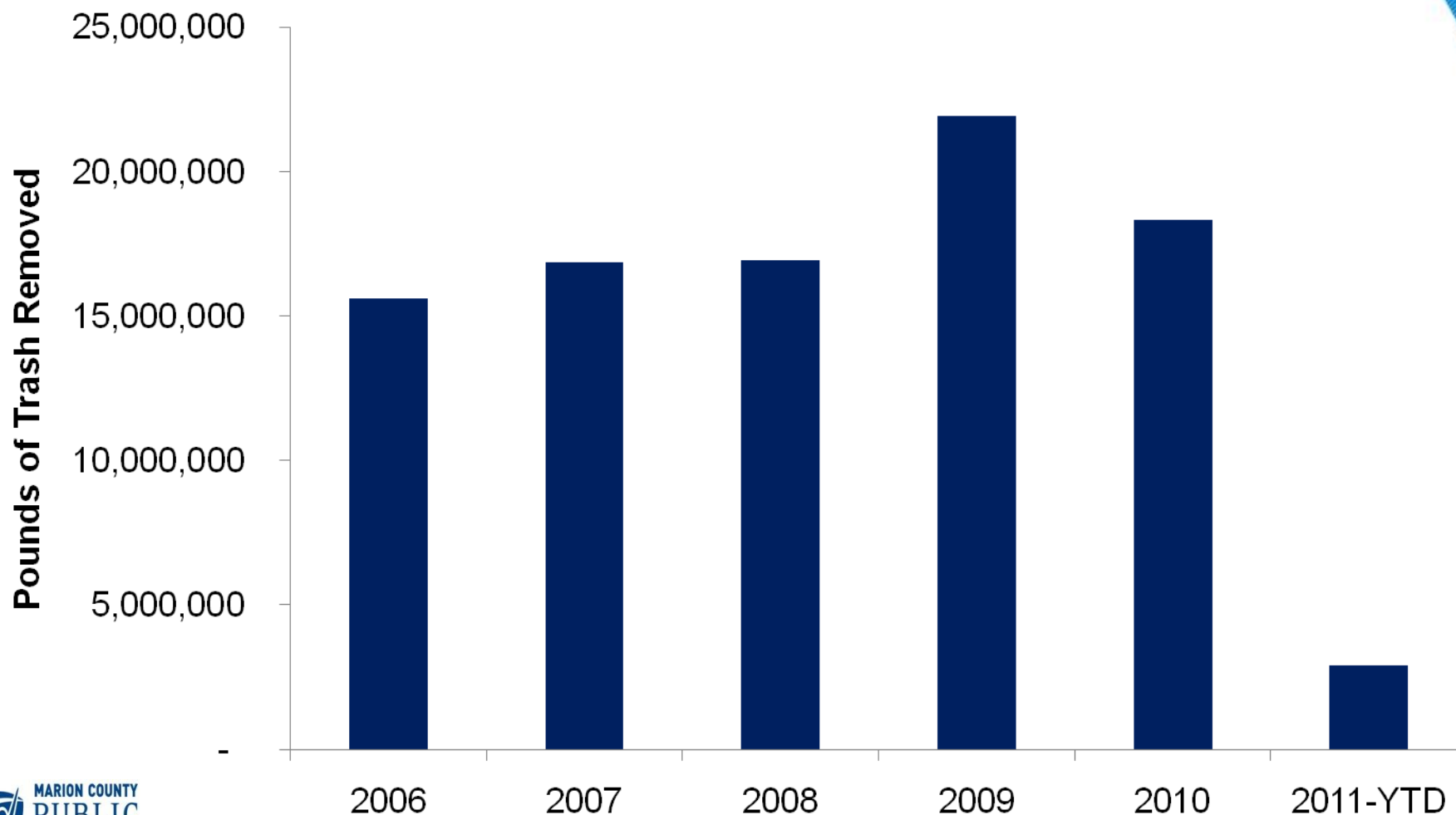
Referrals from City Agencies



Referrals from City Agencies	2010	2011-YTD
Number of referrals from IMPD and/or IFD officers	1,506	249
Number of referrals from the MAC center	-	-
Number of justified complaints and orders were issued	-	-
Number of unjustified (no violations or pending orders) and no order was issued	-	-

Trash Removal

17% Increase in Pounds for 2010 Compared to 2006



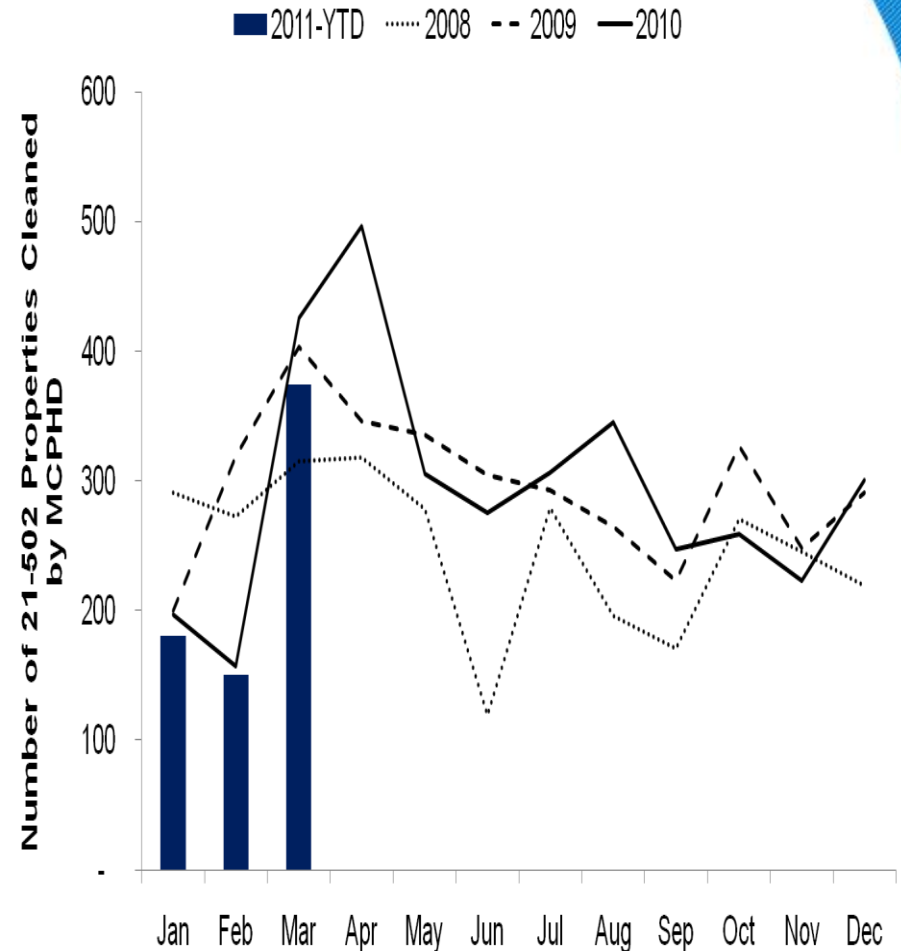
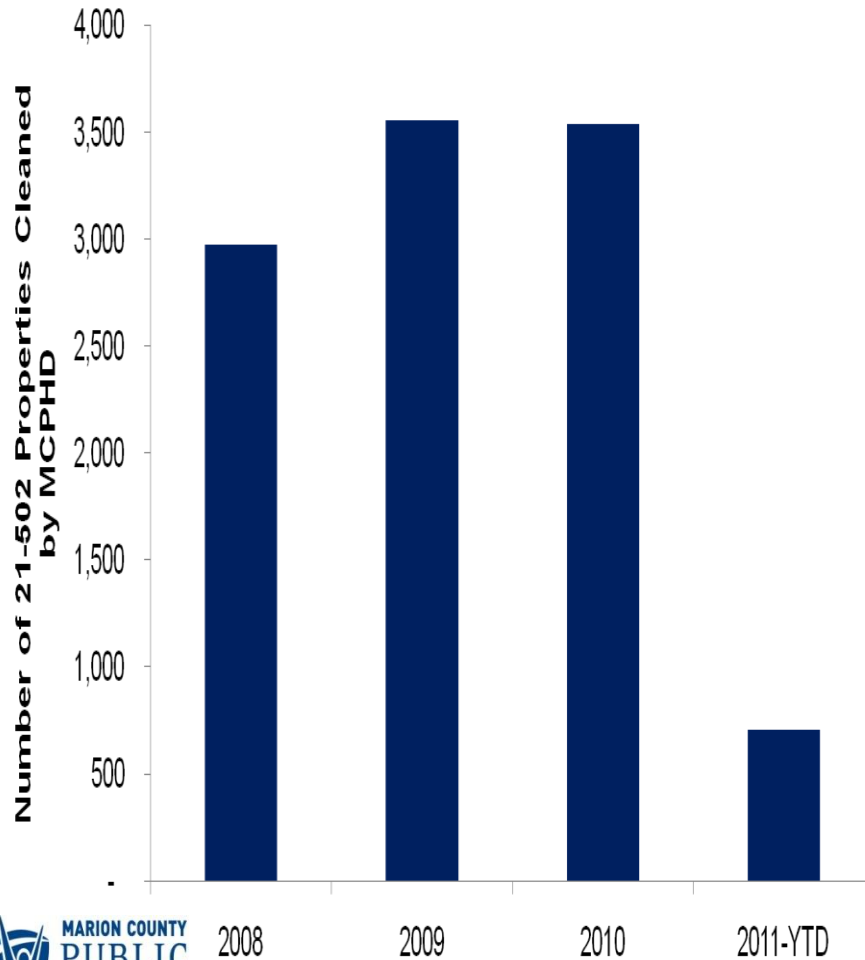
Properties Cleaned

MCPHD Cleans Only



2010 : 19% Increase from 2008

Jan – Mar 2011: 20% Decrease from 2008

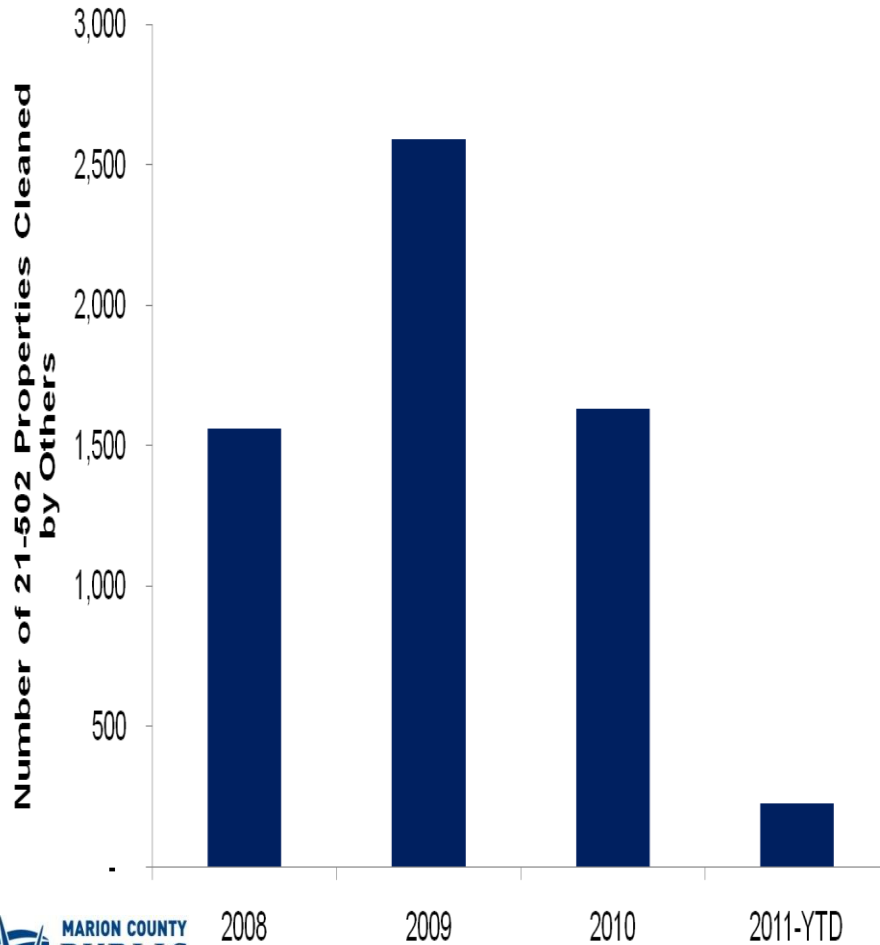


Properties Cleaned

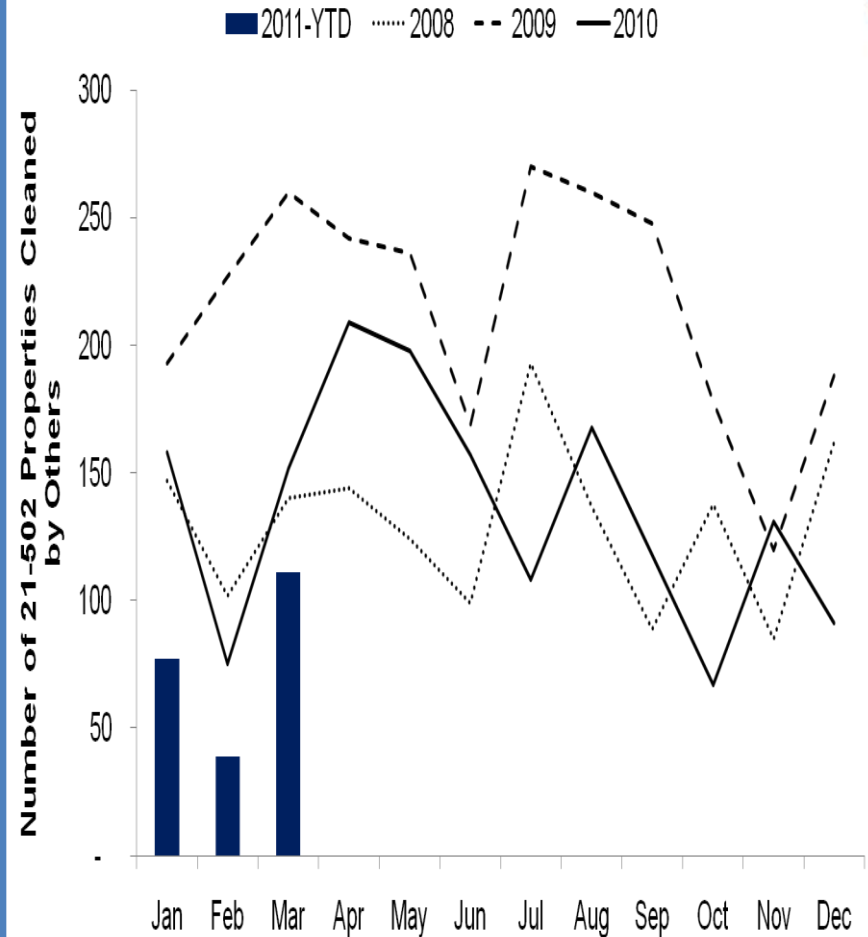
Cleaned by People Other Than MCPHD



2010 : 5% Increase from 2008



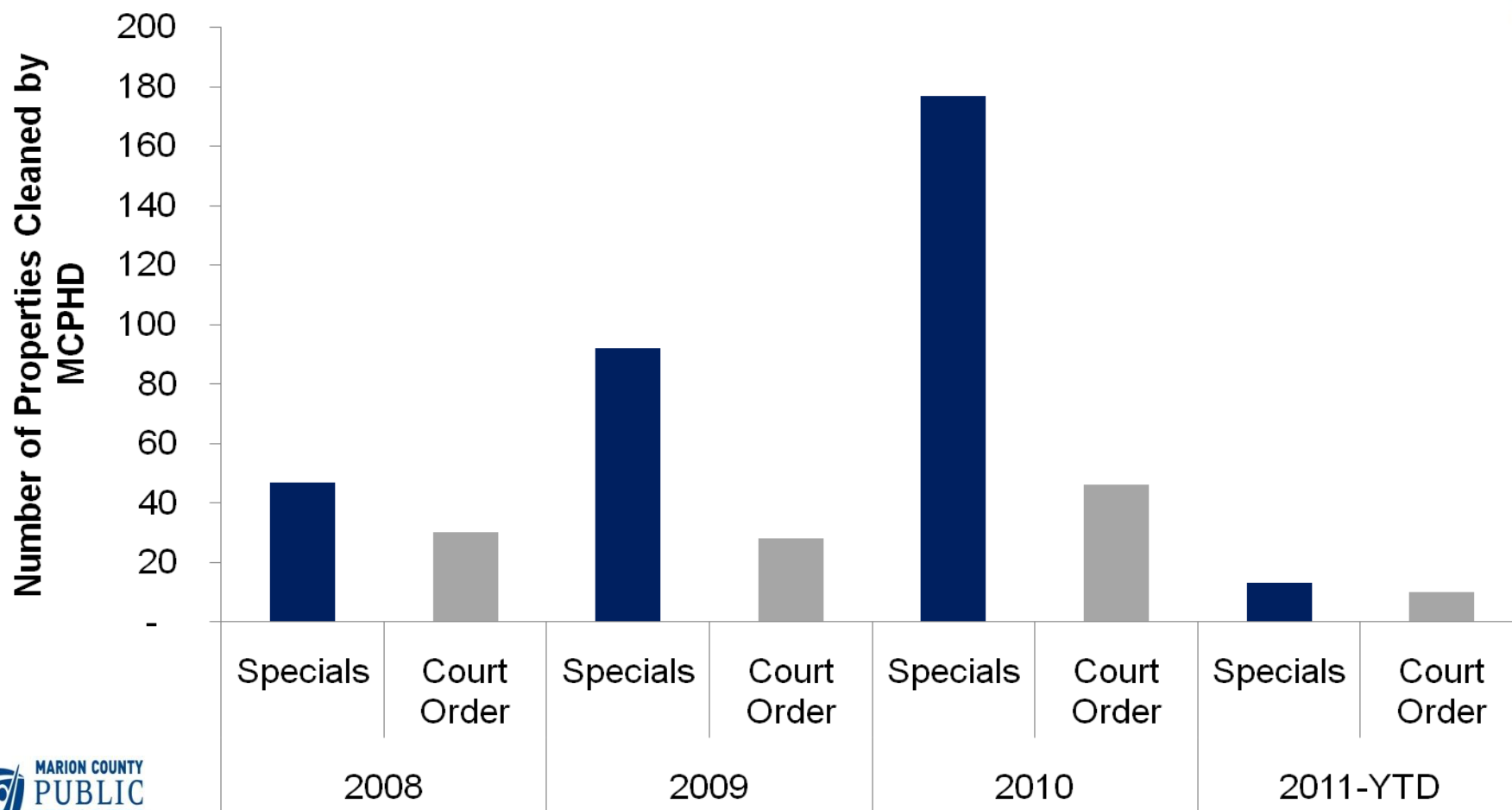
Jan – Mar 2011: 42% Decrease from 2008



Special and Court Order Cleaned Properties



MCPHD Cleans Only

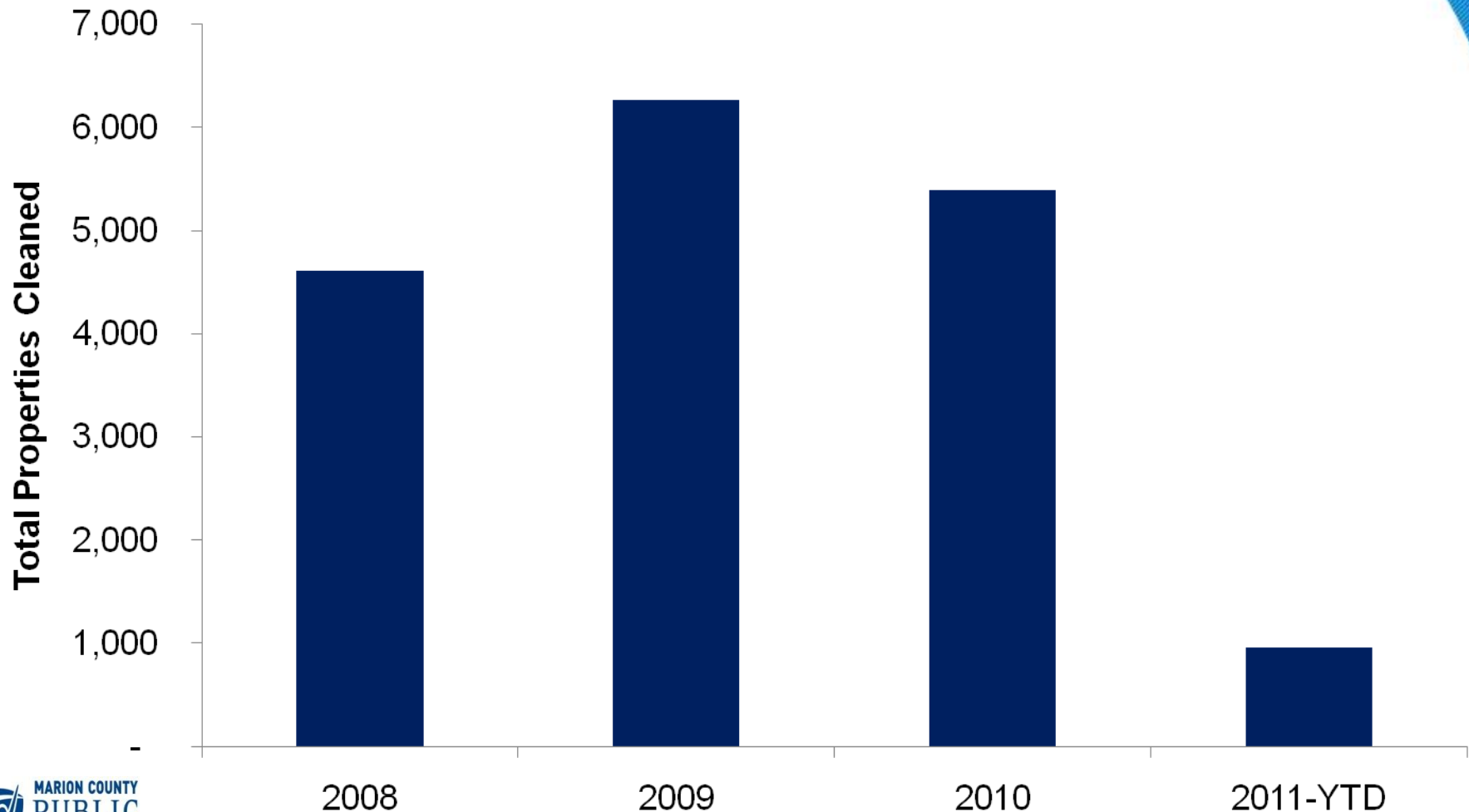


Total Properties Cleaned

(Includes All Cleans by MCPHD & Others)

17% Increase for 2010 compared to 2008

Indianapolis Mayor Gregory A. Ballard
INDY STAT
Accountability in Action



Martindale/Brightwood Clean Sweep Pilot



- All five MCPHD crews cleaned the private properties in the Martindale/Brightwood area in conjunction with the City's Departments on March 31, 2011.
 - MCPHD removed 72.62 tons of trash in the neighborhood on 3/31/2011.
 - Continued efforts in the weeks following the pilot and removed an additional 41.07 tons in the neighborhood.

Six Sigma Engagement



EC Topics:

Institutionalize Performance Scorecard
 Standardization of scheduling , planning & data gathering / reporting
 process

June 8 -9 2009

		Day1	Day2	Day3	Day4	Day 5
Morning	8:00 10:30 (90 min)	Introduction Logistics & Safety Ground Rules Lean Overview SWOT Analysis Force Field	Start at 8:00 AM Continue Building Scorecard	Start at 8:00 AM Interrogate Current State Process Map	Start at 8:00 AM Complete Future State Process Stream Map	Start at 8:00 AM Develop Improvement Plan
	10:45 12:00 (80 min)		Job Types	Build Future State Map		Develop Kaizen Report Out
Afternoon	13:00 14:00 (60min)	Process Map / Review Managing Measurements Performance Scorecard	Data Collection	Build Future State Process Map	Train All Stakeholders on New Process	Report Out
	14:30 16:00 (90 min)					

Six Sigma Engagement



Lean Six Sigma Tools Utilized

TOOL UTILIZED	WHY?	RESULT
Current State Mapping	Understand current process	Variation
SWOT Analysis	Identifies Strengths, Weakness, Opportunities, & Threats	Important areas of focus
Force Field Analysis	Understand barriers and strengths to data collection / reporting	Action Plan
Standard Work Descriptions	Best Practices / Baseline definitions	Cycle Time Improvement / Common understanding
Open Issue Bins	Identify various issues outside team's control	Communication - action
Brainstorming	Generate ideas how to collection data - form	Improved communication / stabilize process
Data Collection Plan	Sustainability - Make improvement - Manage Process	Process Control / Ownership
Value Analysis	Identify waste / Customer requirements	Reduce Muda

Six Sigma Engagement



JOB CODE CHANGES

Current Job Types

VS-1 = Light Trash

VS-2 = Cutting Grass

VS-3 = Heavy Trash

New Job Types

VS-1 = Easy

VS-2 = Normal

VS-3 = Hard (1 Load)

VS-4 = Very Hard (2-3 Loads)

VS-5 = Extraordinary (4+ Loads)

Date: April 29, 2011

To: Dana Reed Wise, Bureau of Environmental Health Chief at Marion County Public Health Department

From: Amanda Ortman and Manny Mendez, Office of Audit and Performance

Re: Follow-up to MCPHD IndyStat Meeting held April 29, 2011

Cc: Mayor Greg Ballard
Chris Cotterill, Chief of Staff
Jeff Spalding, Controller
Sam Karn, Corporation Counsel
Sarah Taylor, Constituent Services
Kevin Ortell, Deputy Director of Program Management
Greg Wilson, Director of Minority and Women Business Development

The following actions resulted from the 4/29/2011 IndyStat and will be discussed in the next meeting:

Follow-up Action. Please provide cycle/response time statistics, backlog, and goals for all Bureau of Environmental Health programs in future presentations.

Follow-up Action. Please provide performance indicators regarding inspector activity in future presentations. Such indicators could include average number of cases per day or the number of property rechecks that are greater than 5 days old.

Follow-up Action. Please provide GIS mapping of complaints/cases for all Bureau of Environmental Health programs in future presentations. If possible, please show this data by district/township.

Follow-up Action. Please provide a detailed breakdown of the ticket data by type and include collection rates for all tickets issued by the Bureau of Environmental Health in future presentations.

Follow-up Action. Please provide a detailed breakdown of the legal case resolutions by type (example for unsafe building demolition cases they could be demolished, have a board/repair order, etc) for all programs in the Bureau of Environmental Health in future presentations.